

GRANTEE MONITORING

Grantee Name	Pregnancy Resource Center of the Park Rapids Area
Location/Address	200 6 th St. W., Park Rapids, MN 56470
Date and Location of Site Visit	27 June 2017 Park Rapids, MN
Grantee Participants	Scott Stewart and Candace Reams
MDH Participant(s)	Mary Ottman, Grant Manager
Grant Agreement #/PO #	2855547

PURPOSE:

In accordance with the MDH Policy 238.01 Grantee Monitoring, MDH will conduct at least one monitoring visit per grant period on all state grants of over \$50,000, and at least annual monitoring visits on grants of over \$250,000.

The purpose of the grant monitoring visit is to review and ensure progress against the grants' goals, to address any problems or issues before the end of the grant period and to build rapport between the state agency and the grantees. This visit may cover topics such as statutory compliance; challenges faced by the grantee, modifications made to the grant program, program outcomes, grantee policies and procedures, grantee governance, and training and technical assistance needs.

The findings or information obtained through this monitoring activity will be used:

- To ascertain how MDH program funds are being utilized
- To provide targeted technical assistance needs
- To improve program implementation performance
- To suggest other training needs
- In future funding decisions

OVERVIEW

1. Is the Grantee's non-profit 501(c) 3 status current?

Yes

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2. Does the Grantee have a central file containing the official records for this grant agreement and/or amendment?

Yes

3. Where is this central file located?

In administration office next to Executive Director's desk.

4. Who is responsible for this central file?

Executive Director

5. Does the central file include

- The grant proposal?
- The award letter?
- The signed grant agreement and any/all amendments?
- Any/all requests and/or approvals for scope/budget changes?
- The work plan?
- Any/all payment requests (invoices)?
- Any/all signed subcontracts? Not applicable (no subcontracts)
- Any/all Progress Reports?

Yes, to all.

REPORTING REQUIREMENTS

1. Does the organization meet all reporting requirements as outlined in the grant agreement and/or amendment?

Yes

2. Are expenditure reports submitted timely and accurately?

Yes

3. Are progress reports submitted with all required information and in a timely manner?

Yes

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CONTRACTUAL

1. Does the Grantee have written policies or procedures addressing use of contractors and/or subcontractors? *Yes. MDH policy/guidelines.*
2. Were any sub-contractors paid from the MDH grant required to sign a contractual agreement outlining services to be rendered, duration of engagement, and pay rate? *N/A. None used.*
3. Was the contractual agreement(s) reviewed and approved by MDH before implementation?
N/A

PERSONNEL POLICIES, PROCEDURES AND PRACTICES OF THE GRANTEE

1. Are time distribution records (e.g., time-sheets) maintained to show how employees who are funded through, or contributed in kind to, the MDH grant and who work on multiple projects/programs spend their time? *Yes*
2. Do personnel and/or payroll records show dates of hire/termination, immigration status if applicable, actual hours of time worked, leave time, federal and state programs worked on, and earning for all employees who are funded through, or contributed in kind, to the MDH grant? *Yes*
3. Does the Grantee have policies and procedures in writing regarding: *Yes to all. Some are going through a revision (time off/compensation).*
 - Payroll?
 - Travel?
 - Overtime?
 - Timesheets?
 - Taxes?
 - Purchasing?
 - Compensated time off?
4. Are employees time sheets approved? *Yes*

By whom (what position)? Scott Stewart as Exec Dir and Justin Domogalla as Board Chair

By the Executive Director? Yes (and by Board Chair for Exec Dir)

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5. Does the Grantee's payroll preparation and distribution involve more than one employee? *Yes*

6. Does an authorized official approve all checks before being signed? *Yes*

Additional Comments:

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PROGRAMMATIC QUESTIONS

Please use this space to answer all questions.

Program History

- When was your program started? Why was it started? *1996. To provide services for unexpected pregnancies and support full term pregnancy.*
- What need does your program fulfill? *Promoting and giving help for the value and well-being of both a mother's and baby's life. Through Counseling/Guidance and Material.*
- How has the program grown or changed since its beginning? *It has moved to larger offices, increased outreach for families, material goods, classes, and counseling.*

Grantee's Target population

- Who does the organization primarily serve? *Expectant mothers, and, as continued clients, after the baby's birth up to about preschool.*
- What is the program's demographic and geographic coverage? *Primarily female in the ages 13 – 40 within 30 miles of Park Rapids.*
- Review recent Demographic reporting. In order of highest number: *Females age 20-25, 26-30, 19 and under. Ethnicity Order: White, Black, Native American, Hispanic/Latin.*

Leadership and Governance

- Effective Board: How many board members currently serve, who are they? *Usually five. Currently three with two applications pending approval. Current: Justin Domogalla, Darryl Hensel, and Ginnie Petersen*
- How often do they meet? How are they informed of organization's progress and challenges? *About every 6 weeks, expected to return to monthly. Communicate through e-mail and phone between board meetings. Also meeting one-on-one for specific areas/tasks.*
- How supportive is the Board of the program? *Very!*
- How is the program staffed? Who is responsible for the supervision of grant staff? *There are two paid staff members: Executive Director and Client Services Director (CSD). Two volunteer staff for Abstinence program. Two volunteers for general center help.*

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Cleaning, material goods organization, greeting, lawn care, etc. Various volunteer teams from support orgs will come in for maintenance and related projects. Exec Dir oversees day to day operations and reports to the board.

- How are staff evaluated on their performance? How long have PA staff been employed there? *Annually. Exec Dir by board and CSD by Exec Dir and Board. Exec Dir has been here 8 months. CLSD has been her 3 months.*
- How are staff background checks done? *Through 3rd party service, Protect My Ministry. Incorporates, Local, State, and Federal checks.*
- What is your organization's policy on complaints for staff and clients? *To bring to CSD, Exec Dir, and if needed, the board. To provide an open atmosphere without fear of retribution and receive without prejudice the issue at hand and how it can best be resolved.*

Budget

- Does the current budget reflect your work plan activities? *Yes.*
- Is the budget accurate for the project size/scope? *Yes.*
- Do you have any challenges with the budget or invoicing? *No. They seem to work well.*
- Has your Financial Reconciliation taken place? *No.*
- If you have an elevated risk designation, and/or your Financial Reconciliation report cited any concerns, these will be discussed. *Ok.*

Review Work Plan including:

Partners

- If applicable: how are people referred to the program? Are there any barriers encountered with referral sources? What is your most common referral source? *People are referred through personal contacts, advertising, other agencies and services, social media, organization promotional materials, school, church, and community programs. We are not aware of any active obstacles or barriers to programs in this community. Most referrals come from one-on-one personal contacts (family/friends) and current or former clients.*

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- Challenges with partners or specific counties? *None we've encountered.*

Work Plan

- Review your 2016 – 19 grant application's description of the program you are asking to be funded. On your work plan note the services and activities you said you would provide and the number of clients you would serve.
- **Prepare a short summary of your current program(s) and the number of clients being served.** How does what you describe in the application compare with what you are currently providing? Have any programs and/or activities or services been added or removed? Have the number of clients being served per quarter decreased or increased since June 2016? Is there anything in particular you want to share about your current program to explain its current status? *The services and goals remain the same. We changed several approaches to fund raising and advertising for the center/program which are having a positive effect, but the core services of classes, life skills, pregnancy counseling, and provision for material goods continue on the same course. We have added a program called Adopt-A-Mom (AAM) that has been well received and is now underway. AAM provides a way for sponsors to be more vested in a mother and the birth of a new child while providing the mom with the awareness that people do care and will extend an extra hand because of the value/worth worth of a mom and her baby. Our profile has risen in the community and we are seeing an increase in visits.*
- Do you anticipate making any changes to the 2017-18 Work Plan? If so, in what way and for what reasons? *We are considering expanding work hours for Exec Dir and extra volunteer staff or paid part time center coverage.*

Participants:

- What type of outreach does the organization put into action? What is working well? What are more the challenging aspects to finding or retaining clients? *Through personal appeals, events, fundraisers, and organizations, we connect to different parts of the community in accord with the idea that we reach in supporters in certain ways but people we serve (clients) are often reached in different neighborhoods, activities, and means. We have found social media (such as facebook) to now be an excellent way to reach people in both camps and to provide a greater awareness of what we do and who we are than before.*

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Data:

- How is program data collected and by whom? *Is data collected useful to agency? We collect through recording of visits, clients, information, sponsors/contributors, etc with database entries and reports we can call up and refer to.*
- Anything we can do to help or simplify data collection? *Don't know at this time.*

Review Evaluation

- Your 2015-16 Evaluation Report Summary will be discussed (If you were a past grantee). *Ok.*
- Your 2016-17 Evaluation Plan will be reviewed. Any suggestions provided in your 2015-16 Report Summary should be included in the plan, if you are continuing a similar evaluation. If you are planning a new evaluation, details will be discussed. Do you have any questions on your evaluation? *Just what we may be covering during the visit. Are we tracking correctly with state guidelines, requests, and expectations? How we may ensure full/continued compliance. What changes may be acceptable to grant funds to cover new/added areas during current grant year. Anything we should be aware of as "newbies" to this process and work.*

Miscellaneous

- Anything else you would like to share? *See previous Q/A.*
- Anything else we haven't asked? *None*

What can we do to help?

- Trainings and Grantee meetings useful for grantee? Any topic suggestions? *Crossover/extended programs shared by agencies.*
- Feedback or suggestions for the state? *None*
- Is there any way MDH can assist you to better equip your success in the Positive Alternatives Grant Program? *I've been very impressed by the accessibility and response to questions I've had since starting with this center. Thank you.*

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Summary:

Pregnancy Resource Center of Park Rapids (PRC of PR) has been a Positive Alternatives grantee (PA) since 2012 and has begun their second grant cycle. Established as a nonprofit in 1996, PRC of PR has worked hard to establish themselves as a visible organization providing care for women in unexpected pregnancies supporting them throughout their pregnancy and beyond. Their service area extends to several counties yet the majority of their clients are in the 20 – 25-year-old age group and are living within 30 miles of the Center.

Funding from the Positive Alternatives Grant provides for the following programs: outreach, car seat education and distribution, case management services, ultrasound program, material support, pregnancy, parenting and life skills education, and pregnancy testing.

New staff have been recently hired to replace vacancies created from staff resignations. The new director has been on staff for approximately one year and the new client services director was hired within the last several months. The new staff have been eager to learn their new roles and have transitioned seamlessly. PRC of PR also has several long time volunteers who help to run the day to day operational tasks at the Center along with the community abstinence programming the Center offers throughout the community and in local schools.

Currently the largest referral source for new clients include friends and family – word of mouth. Yet PRC of PR realizes that their current presence in the community needs to be expanded. To accomplish this goal, the Center and staff are using several new outreach ideas including: Facebook, church ministry connections, a local parade presence, and a local annual Open House at the Center. Another innovative outreach initiated by staff has included the “Adopt-a-Mom (AAM) program.” AAM provides an opportunity for those who would like to support the Center to sponsor a mom and her new baby’s needs through a monthly donation. This program has been well received in the community and made the front page of the local newspaper. Through this one program initiative PRC of PR has seen an increase in visibility and client visits.

An expected challenge for PRV of PR with having the new staff is gaining a well-rounded understanding of the management of the PA grant. The director has been willing to ask questions and seek help when needed. This receptive attitude has greatly helped his understanding of his role. Overall, the staff have been able to successfully navigate their way through the grant year and all the reporting requirements.

PRC of PR has made it a priority to make connections with local partners that can assist their clients with their basic needs such as WIC, the county nurses and local churches. As a PA grantee we continue to encourage the formation of local partnerships to enable the provision of services to clients in areas where their Center may not be able to provide assistance.

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As a PA grantee, it is encouraging to have PRC of PR provide critical needed care and compassion to women in unplanned pregnancies in the rural setting of north central Minnesota. Services provided by this grantee are very scarce in rural Minnesota. PRC of PR has been a responsible PA grantee making every effort to meet all program and invoicing requirements. They continue to provide vital services in a professional manner. I look forward to our continuing partnership with them for the remainder of the grant cycle.

Date: July 24, 2017

Grant Manager: Mary Ottman